

ABSTRACT:

CONTACT CENTER MANAGEMENT

A method of managing a contact center is disclosed which comprises preparation of a plan for a forthcoming period, such as one working day, on a per Agent basis for a plurality of Agents. Variance from this plan is measured for each of a plurality of shorter periods, not exceeding one half working day. Communication to the Agent of variances that exceed a threshold is performed quickly, at least at the frequency of the shorter periods. Optionally, variances that do not exceed the threshold are noted for subsequent discussion, for example at a scheduled meeting.